

# **SKILLS & VOLUNTEERING CYRMU (SVC)**



## **Disciplinary Policy**

**Reviewed August 2019**

<b>1.0</b>	<b>Purpose</b>
<b>1.1</b>	<p>To clarify what standard of conduct and performance Skills &amp; Volunteering Cymru (SVC) expects from you.</p> <p>To help and encourage you to achieve and maintain SVC's high standards of conduct.</p> <p>To maintain good morale and operational efficiency within SVC.</p> <p>To ensure you are treated consistently and fairly, irrespective of sex, race or disability, or any other reason and by providing a formal procedure which shall be applied objectively to all volunteers.</p> <p>To explain what action may be taken by SVC in the event of any alleged breach of standards.</p>
<b>2.0</b>	<b>Principles</b>
<b>2.1</b>	<p>Matters will be dealt with as speedily as possible but not at the expense of conducting a fair and proper procedure in each case.</p> <p>At any disciplinary hearing you will be advised of the complaint against you and given the opportunity to state your case before a decision is made.</p> <p>You have the right to be accompanied by a peer or volunteer at any disciplinary or appeal hearing.</p> <p>When considering what type of disciplinary penalty should be imposed, if any, SVC will take into account the seriousness of the offence, your disciplinary record, any explanation put by you for your action, the treatment of fellow volunteers in similar situations and any other relevant factors.</p> <p>You will be kept informed throughout the disciplinary procedure and will be notified as soon as possible of the outcome of any investigation or disciplinary hearing.</p> <p>You have the right to appeal against any disciplinary penalty imposed upon you under the disciplinary procedure.</p>
<b>3.0</b>	<b>The Procedure</b>
<b>3.1</b>	<p><b>Informal Warnings</b></p> <p>Minor breaches of standards will usually be dealt with informally between you and your supervisor (this may include a Lead Volunteer, Supervisor at a Partner Organisation, Project Co-ordinator or the SVC Manager) by way of a private conversation. This is to assist a volunteer in reaching the required standard. These informal/counselling sessions are not part of the disciplinary process</p> <p>If SVC believes you have committed a serious breach of standard or you have failed to improve following an informal warning SVC will carry out an investigation as far as reasonably practicable in all circumstances,</p>

	before deciding whether to initiate disciplinary proceedings.
<b>3.2</b>	<p><b>Formal Warnings</b></p> <p>Before taking any action the supervisor must first establish, without delay, the relevant facts. This done the supervisor must interview the volunteer. The volunteer must be made aware, before the interview, that a complaint has been made, the nature of the complaint and invited to attend the interview and if he/she wishes, to bring another volunteer for support. The volunteer must first be invited to state his/her case. The supervisor may then question the volunteer, who may look to the accompanying volunteer for support. The supervisor must take account of any mitigating circumstances when considering action.</p>
<b>4.0</b>	<p><b>Operation of procedure</b></p>
<b>4.1</b>	<p>Where the facts of the case appear to call for action (other than summary dismissal) the following procedure will be followed.</p> <ul style="list-style-type: none"> <li>• Formal verbal warning</li> <li>• First written warning</li> <li>• Final written warning</li> <li>• Dismissal</li> </ul> <p><b>Appeals</b></p> <p>All volunteers have the right to appeal against any complaint brought against her/him, appeals can be made in writing to the SVC Manager at <a href="mailto:A.Earls@SVCymru.org">A.Earls@SVCymru.org</a></p>
<b>5.0</b>	<p><b>Summary Dismissal</b></p>
<b>5.1</b>	<p>Volunteers may be summarily dismissed where one or more of the following offences are committed.</p> <ul style="list-style-type: none"> <li>• Theft of property belonging to SVC another volunteer, a member of staff, an SVC beneficiary or a member of the public;</li> <li>• Acts of violence towards a volunteer, a member of staff, and SVC beneficiary or a member of the public;</li> <li>• Malicious damage to property belonging to SVC, a volunteer, a member staff, and SVC beneficiary or a member of the public;</li> <li>• Deliberate falsification of expense claims;</li> <li>• Deliberate falsification of income received by SVC;</li> <li>• Disclosure of confidential information relating to SVC or its beneficiaries;</li> <li>• Convictions of a criminal offence that undermines a volunteer's suitability for work with SVC;</li> <li>• The provision of false personal information or failure to disclose information relevant to his/her work as a volunteer;</li> <li>• Sexual Harassment;</li> <li>• Racial Harassment;</li> <li>• Poor commitment to the volunteering project;</li> <li>• Any other form of inappropriate behaviour such as use of bad language, being under the influence of drugs or alcohol, excessive use of personal phones whilst volunteering; taking</li> </ul>

	photos of beneficiaries on a personal device; sharing photos of beneficiaries on social media without written consent, repeatedly wearing inappropriate clothing and discussing inappropriate topics with SVC beneficiaries.
<b>6.0</b>	<b>Conduct Agreement</b>
	<p>As a representative of SVC it is important that all volunteers abide by our Volunteer Conduct Agreement:-</p> <ul style="list-style-type: none"> <li>• Be committed to your project by turning up to sessions, being punctual and ensuring to tell your lead volunteer / project co-ordinator / external contact if you are unable to make a session. <b>A lack of commitment can be harmful to both beneficiaries and the project as a whole.</b></li> <li>• You are responsible for ensuring your attendance is being monitored e.g. making sure your attendance card / log book is signed each session or by signing the project register.</li> <li>• Treat everyone with fairness and respect.</li> <li>• Dress appropriately for your volunteering environment and also be aware of the language you use – remember that you are acting as a role model for SVC.</li> <li>• Do not share any personal contact information (including social media invites) with beneficiaries and do not arrange to meet them outside of volunteering.</li> <li>• Attend any necessary training or meetings that are required for your project.</li> <li>• Respect the confidentiality of those you are supporting. On certain projects you may be privy to personal and confidential information about beneficiaries. You should not discuss these details with family, friends or others who do not need to know this information. If you have any concerns or are worried about something, please talk to an SVC staff member.</li> <li>• Maintain a Duty of Care to the people you work with by disclosing to SVC staff any information a beneficiary tells you that suggests they are at risk of harm or abuse, following child protection and POVA (Protection of Vulnerable Adults) procedures at all times.</li> <li>• If you have any concerns or issues regarding your project, or simply don't think it is right for you, please talk to your Lead Volunteer or an SVC staff member.</li> </ul>
<b>6.1</b>	We hope that all your questions have been answered within this Policy, however if you require any further information then please contact the SVC manager.